

Attachment B Arizona Telecommunications Services (ATS) Customers

ATS Customers by Service Category 2004

NOTE: Agencies are listed as a customer of an ATS service if **any** agency location utilizes that service. In some cases, only a small portion or a single location of the agency is an ATS customer for the service listed.

Agencies on Mail: 75
Total Agencies: 108

	% of On – Mail Customer Agencies	% of Total Customer Agencies
Network (MAGNET)	54/75 (72.0%)	56/108 (51.9%)
Network (Carrier WAN)	20/75 (26.60)	43/108 (39.8%)
Network (Inter-LATA)	11/75 (14.7%)	16/108 (14.8%)
Network (Internet)	72/75 (97.3%)	99/108 (91.7%)
Network (LAN)	1/75 (1.3%)	1/108 (.9%)
Telephony (to Desktop)	64/75 (85.3%)	66/108 (61.0%)
Telephony (to Wall Jack)	64/75 (85.3%)	67/108 (62.0%)
Telephony (to Key System)	8/75 (10.7%)	9/108 (8.3%)
Call Center System	4/75 (5.3%)	5/108 (4.6%)
Web Hosting	33/75 (44.0%)	49/108 (45.4%)

Billings → Service → Agency ↓	FY 2002 Billings	FY 2003 Billings 7/1/02 – 2/28/03	Is Department On Mail? Phoenix Tucson	Network (MAGNET)	Network (Carrier –circuits WAN)	Network (Inter- LATA)	Network (Internet)	Network (LAN)	Telephony ¹ (to the Desktop)	Telephony (to the Jack)	Telephony (Key System)	Call Center System ²	Web
Accountancy , Board of	\$11,962	\$9,942	Phx	X			X		X	X			
Administration, Department of	\$699,039		Phx/Tuc	X	X	X	X	X	X	X	X	X	X
Admin Hearing, Office of	\$35,496		Phx	X			X		X	X			
Agriculture, Department of	\$208,036		Phx/Tuc	X	X		X		X	X			X
Alternative Fuels, Governor's	\$2,343	\$561	Phx				X		X	X			X
Appraisal, Board of	\$4,425		Phx				X		X	X			X
Arizona Automobile Theft Authority	\$2,545						X						X
Arizona Commission for Deaf & Hard of Hearing	\$24,101		Phx	X	X		X		X	X			
Arizona Exposition & State Fair	\$1,322				X		X						
Arizona Geological Survey	\$11,568		Phx				X						X
Arizona	N/A in FY		Phx	X			X		X	X			

¹ Telephony categories include dial tone, long distance, toll-free, and voice mail services.

² Call Center System includes Automated Call Distribution (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and Predictive Dialer System (PDS).

State of Arizona
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Government University	2002												
AHCCCS	\$175,476	\$73,702			X	X	X					X	
Arizona Historical Society	\$15,449						X						X
Arizona League of Cities & Towns	\$2,400		Phx	X			X						
Arizona Peace Officer Standards Training Board	\$1,576				X		X						
Arizona Pioneer's Home	\$8,850				X		X						X
Arizona Power Authority	\$5,615		Phx				X				X		
Arts, Commission on the	\$7,992									X (Centrex only)			
Auditor General	\$2,818								X	X			
Attorney General	\$611,582		Phx/Tuc	X	X	X	X		X	X			X
Banking, Department of	\$8,424												
Barber, Board of	\$2,254		Phx				X		X	X			
Behavioral Health Examiners, Board of	\$12,201		Phx	X			X		X	X			X
Boxing Commission (Dept. of Racing)	\$2,520		Phx				X		X	X			
Building & Fire Safety, Department of	\$39,373		Phx/Tuc	X			X		X	X			X
Chiropractic Examiners, Board of	\$6,689												
Charter Schools, Board of	\$4,618		Phx	X			X		X	X			
Citizens Clean Elections Commission	\$10,011						X				X		X
Commerce, Department of	\$29,057				X		X						X
Corporation Commission	\$348,365		Phx/Tuc	X	X		X		X	X			
Corrections, Department of	\$1,575,193		Phx	X	X	X	X		X	X			X
Cosmetology, Board of	\$5,599				X		X						X
Court of Appeals, Div I	\$90,431		Phx				X		X	X			X
Court of Appeals, Div II	\$90,431		Tuc				X		X	X			
Credit Unions	\$45,191				X		X						
Criminal Justice Commission	\$10,258		Phx	X			X		X	X			
Deaf & Blind, AZ State School of	\$232,855				X	X	X		X	X			
Disease Control	\$6,287		Phx	X			X		X	X			

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Research, Commission of													
Economic Security, Department of	\$3,121,085		Phx/Tuc	X	X	X	X		X	X	X	X	
Education, Department of	\$455,086		Phx/Tuc	X	X	X	X		X	X			
Emergency & Military Affairs, Depart of	\$18,264				X		X						X
Environmental Quality, Department of	\$97,930		Phx/Tuc	X	X		X		X	X			
Equalization, Board of	\$6,299		Phx	X			X		X	X			
Executive Clemency, Board of	\$13,866		Phx				X				X		
Fingerprinting, Board of					X		X						
Funeral Directors and Embalmers, Bd. Of	Included in ADOA		Phx	X			X		X	X			X
Game & Fish, Department of	\$138,893				X		X						X
Gaming Department	\$34,777				X		X						X
Government Information Technology Agency	\$14,106		Phx	X			X		X	X			X
Governor's, Office of	\$213,193		Phx/Tuc	X		X	X		X	X			X
Governors, Office of Highway Safety	\$10,554				X		X						X
Hawaii, State of	\$1,131				X								
Health Services, Department of	\$940,368		Phx/Tuc	X	X		X		X	X		X	X
Homeopathic Medical Examiners Board			Phx						X	X			
House of Representatives	\$216,413		Phx						X	X			
Housing, Department of			Phx				X						
Independent Redistricting Commission	\$15,726		Phx	X			X		X	X			
Indian Affairs, Commission of	\$6,161		Phx	X			X		X	X			X
Industrial Commission	\$331,580		Phx	X	X	X	X		X	X			
Insurance, Department of	\$43,633		Phx/Tuc	X	X	X	X						X
Joint Legislative Budget Committee	\$29,151		Phx						X	X			
Judicial Conduct, Commission on	\$4,275		Phx				X		X	X			
Juvenile Corrections,	\$230,029		Phx	X	X	X	X		X	X			X

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Billings → Service → Agency ↓	FY 2002 Billings	FY 2003 Billings 7/1/02 – 2/28/03	Is Department On Mall? Phoenix Tucson	Network (MAGNET)	Network (Carrier –circuits WAN)	Network (Inter- LATA)	Network (Internet)	Network (LAN)	Telephony ¹ (to the Desktop)	Telephony (to the Jack)	Telephony (Key System)	Call Center System ²	Web
Regulatory Agency													
Real Estate, Department of	\$20,414				X	X	X						X
Registrar of Contractors	\$97,152		Phx/Tuc	X	X		X				X		X
Residential Utility Consumer	\$3,740		Phx	X			X		X	X			
Respiratory Care Examiners, Board of	\$3,689		Phx	X			X		X	X			
Retirement System	\$30,823				X	X	X						X
Revenue, Department of	\$1,046,689		Phx/Tuc	X	X	X	X		X	X	X	X	X
School Facilities Board	\$26,228		Phx	X			X		X	X			
Secretary of State	\$70,088		Phx/Tuc	X			X		X	X			
Senate	\$143,003		Phx						X	X			
Structural Pest Control, Commission of	\$7,762				X		X						
Supreme Court	\$378,259		Phx/Tuc	X	X		X		X	X			
Tax Appeals, Board of	\$703		Phx	X			X		X	X			
Technical Registration, Board of	\$22,683		Phx	X			X		X	X			X
Tourism, Office of	\$31,726		Phx	X			X		X	X			
Transportation, Department of	\$426,026		Phx	X			X						
Treasurer's Office	\$16,515		Phx				X				X		X
U of A	\$16,789												
Veterans Services	\$47,967		Tuc				X						
Veterinary Medical Examining, Board of	Included in ADOA		Phx	X			X		X	X			X
Yavapai County	N/A for FY 2002				X								
Water Infrastructure Finance Authority	\$6,471		Phx	X			X		X	X			X
Water Resources, Department of	\$63,169		Tuc		X	X	X						
Weights & Measures, Department of	\$10,400				X		X						
Total Agencies 108			75	56	43	16	99	1	66	67	9	5	49

NOTES:

1. May not be representative of all elements of any agency, board, or commission.
2. WAN data as of audits conducted in late 2003 and based on current billing information loaded in Comsoft billing system.

3. On Mall agency data may include off mall branches of the agency, board or commission.

ATS Voice Services